

## **CLAIM AMENDMENTS**

### **Claim Amendment Summary**

#### **Claims pending**

- Before this Amendment: Claims 1-34.
- After this Amendment: Claims 1-34.

**Non-Elected, Canceled, or Withdrawn claims:** None

**Amended claims:** 1, 15, and 29.

**New claims:** None

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## **Claims:**

**1. (Currently Amended)** A method comprising:

collecting, by a computing device, information about an installed device on the computing device, wherein the information is collected using function calls of an application programming interface of an operating system environment of the computing device; and

presenting, by the computing device, the information on the computing device through a user interface,

wherein the installed device is not attached to the computing device and the information is presented without booting the computing device into a special mode.

**2. (Original)** A method as recited in claim 1, wherein the information presented comprises all data available to an operating system running on the computing device regarding the installed device.

**3. (Original)** A method as recited in claim 1, wherein the special mode is a troubleshooting mode.

**4. (Original)** A method as recited in claim 1, further comprising modifying information regarding the installed device in response to a modification request.

**5. (Original)** A method as recited in claim 1, further comprising modifying information regarding the installed device in response to a

modification request, wherein the modification request is one or more items selected from a group comprising change value and delete value.

**6. (Original)** A method as recited in claim 1, further comprising modifying information regarding the installed device in response to a modification request from a user.

**7. (Original)** A method as recited in claim 1, wherein the information is presented in response to a user selecting the installed device.

**8. (Original)** A method as recited in claim 1, wherein the information is dynamically updated in response to a change event.

**9. (Original)** A method as recited in claim 1, wherein the information is dynamically updated in response to a hot-plugging event.

**10. (Original)** A method as recited in claim 1, wherein the information regarding the installed device is one or more items selected from a group comprising device hardware ID, device status, device ID, device port type, device driver version, device driver provider, device driver INF location, device driver section, device drivers' file list, device drivers services' status, and device drivers' service information.

**11. (Original)** A method as recited in claim 1, wherein the information is presented to a local user.

**12. (Original)** A method as recited in claim 1, wherein the information regarding the installed device is provided to a remote support person.

**13. (Original)** A method as recited in claim 1, wherein the information regarding the installed device is provided to a remote support person through one or more communication channels selected from a group comprising a public telephone network, Internet, and an intranet.

**14. (Previously Presented)** A method as recited in claim 1, wherein the method indicates whether a driver installation is incomplete.

**15. (Currently Amended)** An apparatus comprising:  
a computing device configured to collect information about a device installed on the computing device and present the information through a user interface, wherein the information is collected using function calls of an application programming interface of an operating system environment of the computing device; and  
the hardware device installed on the computing device,  
wherein the information is presented when the installed device is not attached to the computing device and without booting the computing device into a special mode.

**16. (Original)** An apparatus as recited in claim 15, wherein the information presented comprises all data available to an operating system running on the computing device regarding the installed device.

**17. (Original)** An apparatus as recited in claim 15, wherein the special mode is a troubleshooting mode.

**18. (Original)** An apparatus as recited in claim 15, wherein the information regarding the installed device is modified in response to a modification request.

**19. (Original)** An apparatus as recited in claim 15, wherein the information regarding the installed device is modified in response to a modification request and the modification request is one or more items selected from a group comprising change value and delete value.

**20. (Original)** An apparatus as recited in claim 15, wherein the information regarding the installed device is modified in response to a modification request from a user.

**21. (Original)** An apparatus as recited in claim 15, wherein the information is presented in response to a user selecting the installed device.

**22. (Original)** An apparatus as recited in claim 15, wherein the information is dynamically updated in response to a change event.

**23. (Original)** An apparatus as recited in claim 15, wherein the information is dynamically updated in response to a hot-plugging event.

**24. (Original)** An apparatus as recited in claim 15, wherein the information regarding the installed device is one or more items selected from a

group comprising device hardware ID, device status, device ID, device port type, device driver version, device driver provider, device driver INF location, device driver section, device drivers' file list, device drivers services' status, and device drivers' service information.

**25. (Original)** An apparatus as recited in claim 15, wherein the information is presented to a local user.

**26. (Original)** An apparatus as recited in claim 15, wherein the information regarding the installed device is provided to a remote support person.

**27. (Original)** An apparatus as recited in claim 15, wherein the information regarding the installed device is provided to a remote support person through one or more communication channels selected from a group comprising a public telephone network, Internet, and an intranet.

**28. (Previously Presented)** An apparatus as recited in claim 15, wherein the method indicates whether a driver installation is incomplete.

**29. (Currently Amended)** One or more computer-readable storage media having instructions stored thereon that, when executed, direct a machine to perform acts comprising:

collecting, by a computing device, information about an installed device on the computing device, wherein the information about the installed device includes one or more of a device hardware ID, a device status, a device ID, a device port type, a device driver version, a device driver provider, a device driver

INF location, a device driver section, a device drivers' file list, a device drivers services' status, and a device drivers' service information, and wherein the information is collected using function calls of an application programming interface of an operating system environment of the computing device; and

presenting, by the computing device, the information on the computing device through a user interface, wherein the information is presented in response to a user selecting the installed device and is presented to a local user, wherein the installed device is not attached to the computing device and the information is presented without booting the computing device into a special mode.

**30. (Previously Presented)** One or more computer-readable storage media as recited in claim 29, wherein the information presented comprises all data available to an operating system running on the computing device regarding the installed device

**31. (Previously Presented)** One or more computer-readable storage media as recited in claim 29, wherein the special mode is a troubleshooting mode.

**32. (Previously Presented)** One or more computer-readable storage media as recited in claim 29, wherein the acts further comprise modifying information regarding the installed device in response to a modification request.

**33. (Previously Presented)** One or more computer-readable storage media as recited in claim 29, wherein the acts further comprise

modifying information regarding the installed device in response to a modification request, wherein the modification request is one or more items selected from a group comprising change value and delete value.

**34. (Previously Presented)** One or more computer-readable storage media as recited in claim 29, wherein the acts further comprise modifying information regarding the installed device in response to a modification request from a user.